



**Workers'
Compensation
Board**

Virtual Hearings Guide

for Witnesses and Other Participants

A virtual hearing app is available!

To learn more, visit

wcb.ny.gov/virtual-hearings/app

Virtual hearings allow injured workers, attorneys/representatives, witnesses, and others to attend workers' compensation hearings online. You can participate from home, work, or wherever is most convenient.

To participate in a virtual hearing, all you need is a computer (preferred) or mobile device with a camera and access to reliable high-speed internet service. If you do not have a reliable WiFi internet connection (at least 1 – 1.5 megabits per second), a wired connection is preferred.

BEFORE YOU BEGIN YOUR VIRTUAL HEARING

Locate the **Virtual Hearing ID** on your hearing notice. The Virtual Hearing ID assigned to your hearing is located at the top of the hearing notice and in the message under the section titled “Virtual Hearings.” The Virtual Hearing ID number is not the WCB case number. You will check into your hearing using your Virtual Hearing ID and your name. If you are checking into multiple hearings, you need the Virtual Hearing ID from each hearing notice.

NOTICE OF WORKERS' COMPENSATION HEARING Virtual Hearing ID: 626294364 State of New York WORKERS' COMPENSATION BOARD

PLACE OF HEARING	Par.	Date of hearing	Time	Center ID No.
Workers Compensation Board 111 Livingston Street-22nd Fl. Brooklyn, NY 11201	1	09/23/2019	10:00 AM 15 min	WB465005
		WCB Case No. G1220094	Date of Accident 09/11/2001	Center Case No.

John Doe
123 Main Street
Testville, NY 12345

Your Hearing ID

EMPLOYER: Test Employer
CARRIER: Police, Fire, Sanitation and Corrections CNY
COPIED TO: John Doe, Pasternack, Tiker, Ziegler, MedRecovery Management

Virtual Hearings

For your convenience, claimants and attorneys/licensed representatives may attend their hearing online through our Virtual Hearing Center. **The Virtual Hearing ID for this hearing is 626294364.**

Go to the Board's website at wcb.ny.gov/virtual-hearings to register what you will need to join your hearing online. **At least 48 hours before your hearing, go to the website to make sure you can connect to the Virtual Hearing Center.**

Your Hearing ID

SYSTEM REQUIREMENTS – FIRST-TIME SETUP

Visit the **System Requirements webpage** for complete details (wcb.ny.gov/virtual-hearings/system-requirements.jsp). In addition:

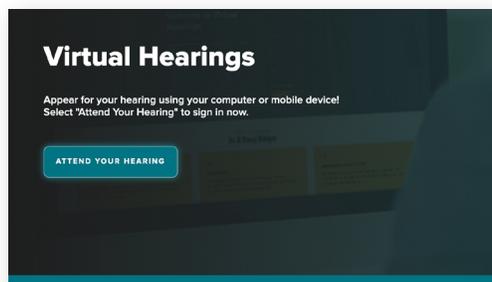
- If you are using a mobile device, download the virtual hearings mobile app (**NYS WCB Virtual Hearings**) prior to your hearing. Visit wcb.ny.gov/virtual-hearings/app to learn more.
- If you are using a computer or mobile device without the virtual hearings app:
 - Test your computer or mobile device **at least two days before your hearing**: Webex Test Meeting (webex.com/test-meeting).
 - Download the **Cisco Webex Meetings** application on your mobile device.
 - Make sure you are using an updated internet browser.
 - You must have a camera or webcam.
 - Disable sleep/standby mode to ensure that your computer or mobile device stays active.
 - Ensure your phone is not set to “Do Not Disturb.”
 - Use a single computer or mobile device to sign in for all morning or afternoon hearings within the same waiting room.

CHECKING INTO YOUR VIRTUAL HEARING

On the day your hearing is scheduled, follow the instructions below to join it. It is recommended that you begin this process at least 30 minutes before your hearing's start time.

1.

Go to wcb.ny.gov/virtual-hearings.



2.

Select the **Attend Your Hearing** button found at the top of the page.



3.

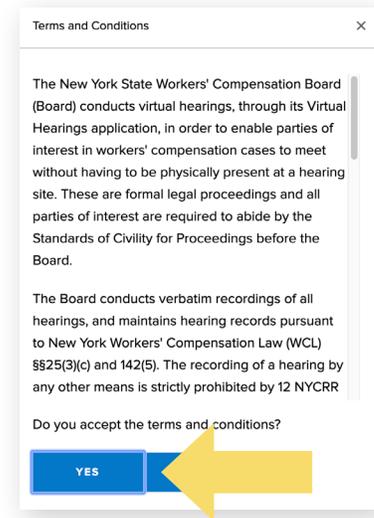
Enter your Hearing ID, first name, last name, email (optional), and phone number (optional). Select the "International Number" button if you are entering an international telephone number. Select **Continue**.

A screenshot of the 'ENTER YOUR INFORMATION' form. The form is on a dark teal background. It has several input fields: 'Hearing ID' (with a red asterisk and 'Required'), 'First Name', 'Last Name', 'Email', and 'Phone'. Below these fields is a radio button labeled 'International Number' with a yellow arrow pointing to it. At the bottom of the form is a blue button labeled 'CONTINUE'.

continued on page 3

4.

Accept the **Terms and Conditions**.



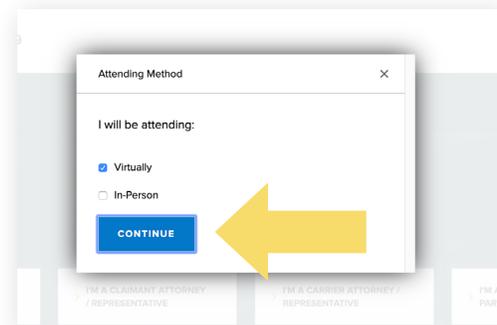
5.

Select **I'm a Witness/ Other Participant**.



6.

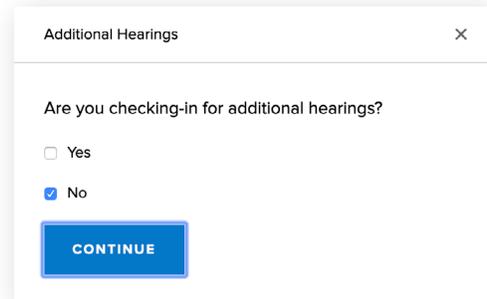
Select virtual as your attending method and select **Continue**.



continued on page 4

7.

Select whether you will or will not be checking in for additional hearings for the day. Select **Continue**. You will need to check into your morning and afternoon hearings separately. You can add morning hearings as early as 8:00 a.m. You can add afternoon hearings starting at 12:30 p.m. You will be prompted to add the other hearings you have scheduled once you enter the waiting room.



Additional Hearings

Are you checking-in for additional hearings?

Yes

No

CONTINUE

8.

The waiting room automatically displays on your device. For instructions to add hearings you have scheduled for the day, go to the **Adding Hearings to Your Waiting Room** section on page 8.

View specific instructions on:

- Changing your role for specific hearings – page 8
- Adding attendees to your hearings – page 9
- Marking your availability – page 10

ATTENDING YOUR VIRTUAL HEARING

1.

When your hearing is called, you will see a message on your Waiting Room dashboard indicating that your hearing will begin in 20 seconds. You will then hear a chime, and a pop-up message will appear to notify you that your hearing has started. When this pop-up message appears, select **Enter Hearing** to enter the hearing room.

HEARING STARTED

Your hearing has started. Please select 'Enter Hearing' to enter your hearing.

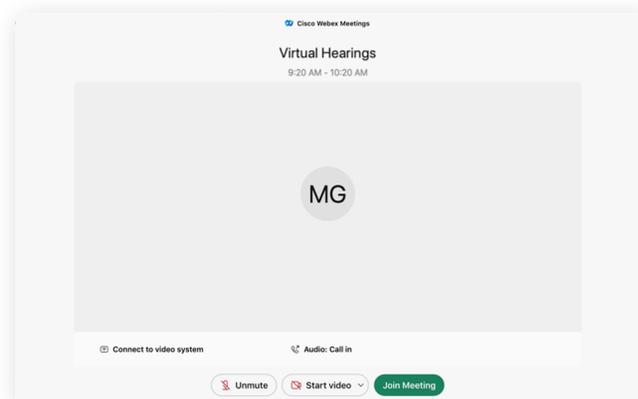
If you experience an error or the hearing fails to load, you may select this button again to re-enter the hearing.

ENTER HEARING



2.

After you select Enter Hearing, a new tab will open in your browser. **Do not close this tab or the Waiting Room tab.** The Cisco Webex Meetings window will open when your hearing begins. Before joining the hearing, a window will show, where you will connect your audio and video for the hearing.



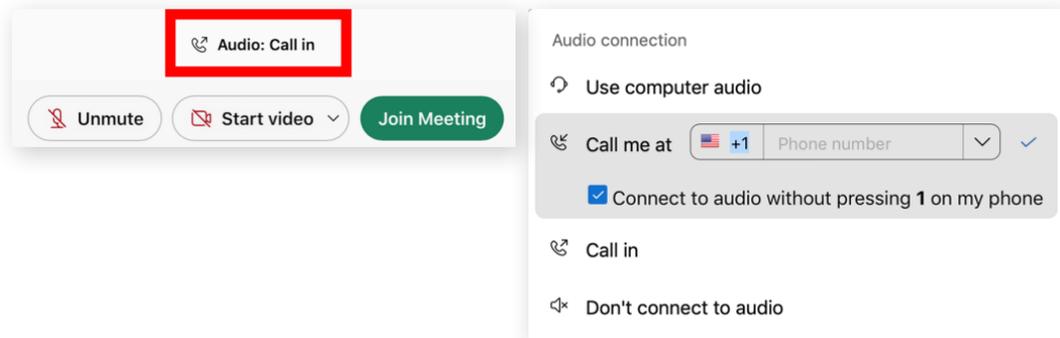
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3.

To connect your audio, select **Audio: Call in**. Your audio connection options will appear. Choose one of the following:

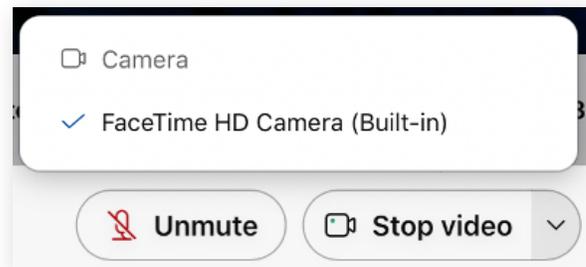
- Select “Use computer audio” to use your computer’s microphone.
- Select the “Call me at” option to have the system call you. Enter a personal phone number for the system to call you. When you answer the phone, your audio will be connected to the hearing.
- Select “Call in” to have the system provide you with the toll-free hearing telephone number, access code, and attendee ID you must enter when calling from your phone.

After connecting your audio, select **Unmute**.



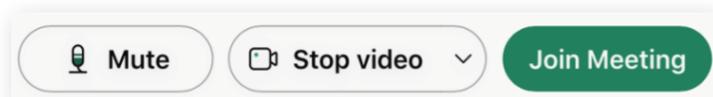
4.

Next, you will connect your video. To connect your video, select **Start video**. Your camera options will appear here. Select the camera to use and your video feed will connect.



5.

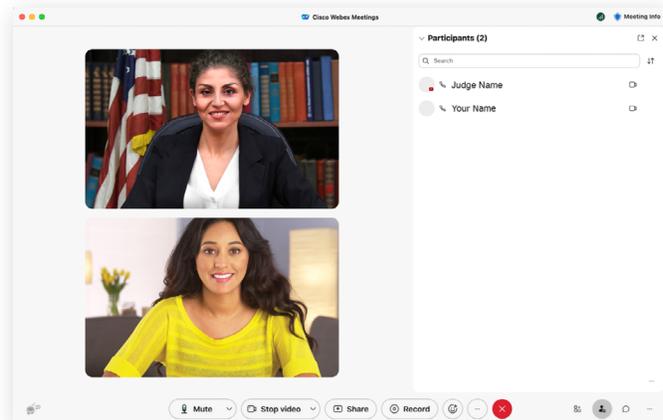
After connecting your audio and video, select **Join Meeting**.



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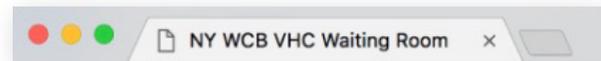
6.

Your hearing will now begin.



7.

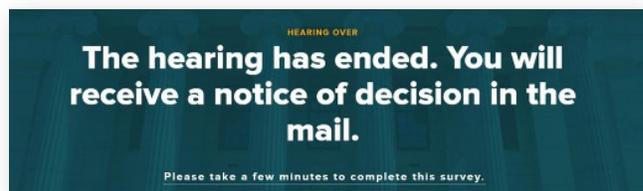
For various reasons, the judge may take a temporary break in the proceedings and then recall your hearing. If that happens, go back to the tab titled **NY WCB VHC Waiting Room** and wait for the judge to call you in again.



8.

When your hearing is over, the Cisco Webex Meetings window will close.

If you are all done, the waiting room message will change to read:



ADDING HEARINGS TO YOUR WAITING ROOM

Follow these instructions to add both virtual and in-person hearings to your waiting room.

You will need to check into your morning and afternoon hearings separately. You can add morning hearings as early as 8:00 a.m. You can add afternoon hearings starting at 12:30 p.m. You must use a single computer or mobile device to sign in for all morning or afternoon hearings within the same waiting room.

To add a hearing, enter the Hearing ID of the hearing you will be attending in the Add Another Hearing ID box. Select **Add Hearing**. Answer each pop-up question that appears. Your hearing schedule will update on the bottom of the page. Follow this procedure for each hearing you want to add.

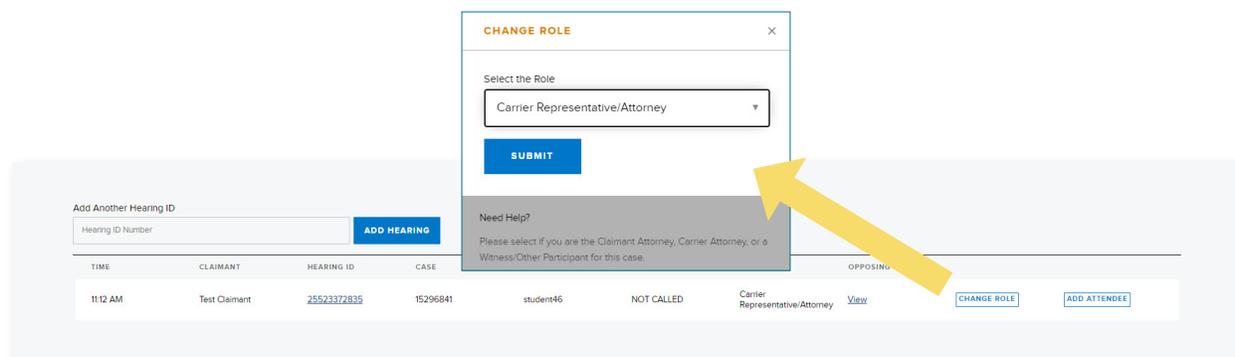


If you have associated case(s) for your hearing, you will need to add the same Hearing ID number for each associated case, and then add the WCB case number of each associated case, following the steps below:

1. In the **Add Another Hearing ID** box, enter the Hearing ID number.
2. In the associated hearing ID pop-up, add the first WCB case number.
3. After the first WCB case number has been added to your waiting room, you'll need to add any associated case(s) for which you are appearing.
4. In the **Add Another Hearing ID** box, enter the same Hearing ID number.
5. In the associated hearing pop-up, add the next associated hearing's WCB case number.
6. Repeat steps 4 and 5 until all of the associated hearings are added to your waiting room.

CHANGE YOUR ROLE FOR SPECIFIC HEARINGS

To change your role for a hearing (e.g., you are attending a hearing(s) in a role other than the one you logged in with), select the **Change Role** button to the right of that hearing's information. Choose your role from the drop-down list and select **Submit**.

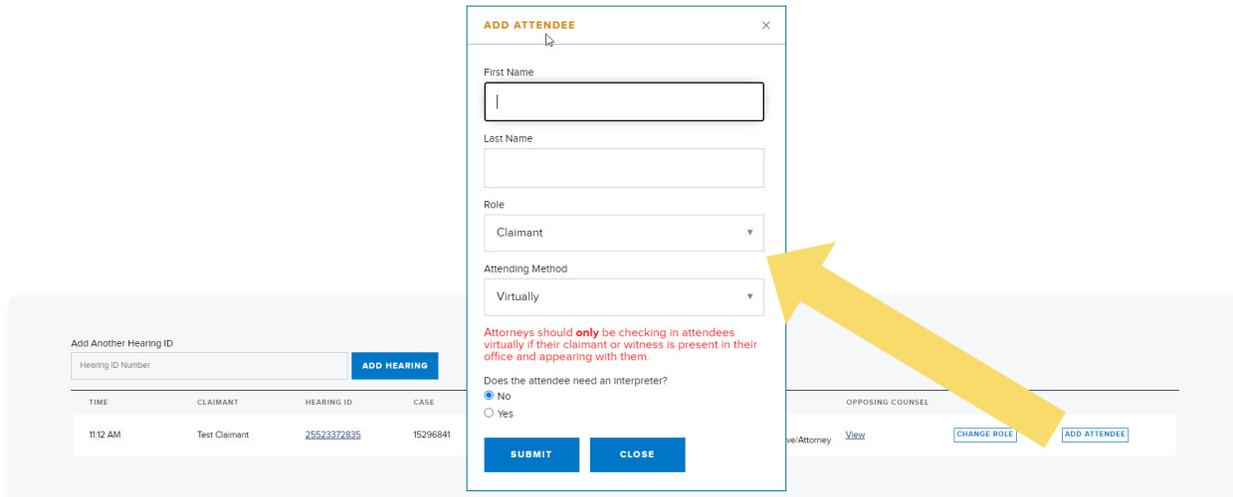


TIME	CLAIMANT	HEARING ID	CASE	OPPOSING
11:12 AM	Test Claimant	25523372835	15296841	student46 NOT CALLED Carrier Representative/Attorney View CHANGE ROLE ADD ATTENDEE

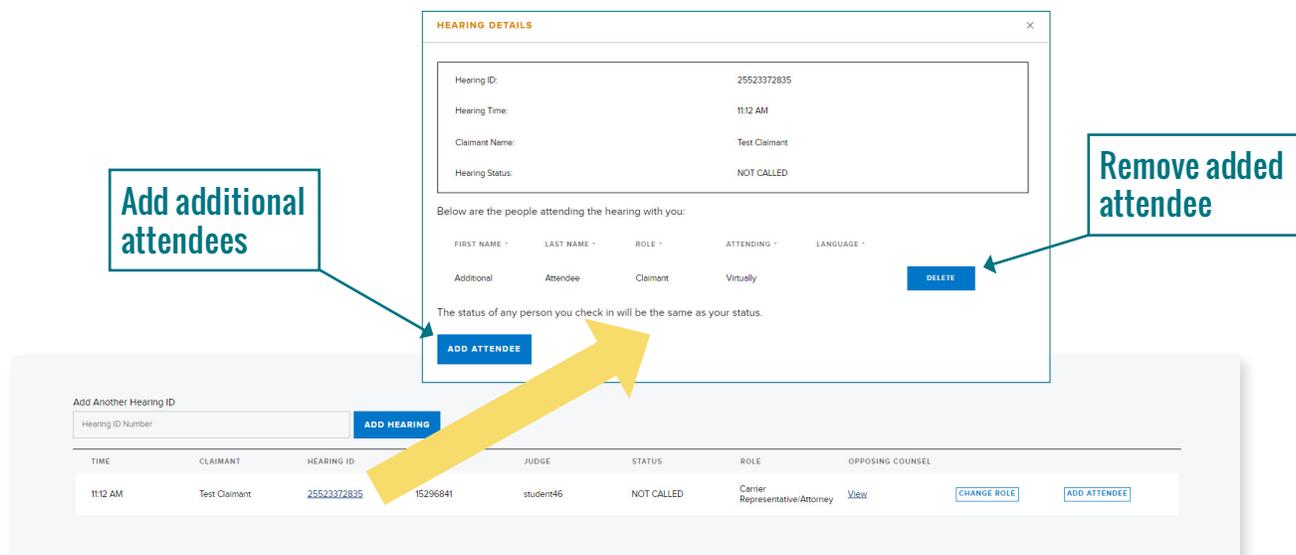
ADD AN ATTENDEE TO YOUR HEARING

Follow these instructions to add an attendee to your virtual hearings and in-person hearings.

In the waiting room, select the **Add Attendee** button located all the way to the right side of the information about your hearing. Enter the attendee's first name, last name, role, and attendance method. Check whether an interpreter is needed for the attendee, and if so, the language that is needed. Select **Submit**.



To view an attendee that has been added, select the **Hearing ID** number link for that hearing, located in the **Hearing ID** column. This opens the **Hearing Details** pop-up window. At the bottom of the window, the name(s) of the added attendee(s) appears. You may add additional attendees for this hearing by selecting **Add Attendee**. To remove an attendee, select **Delete**.



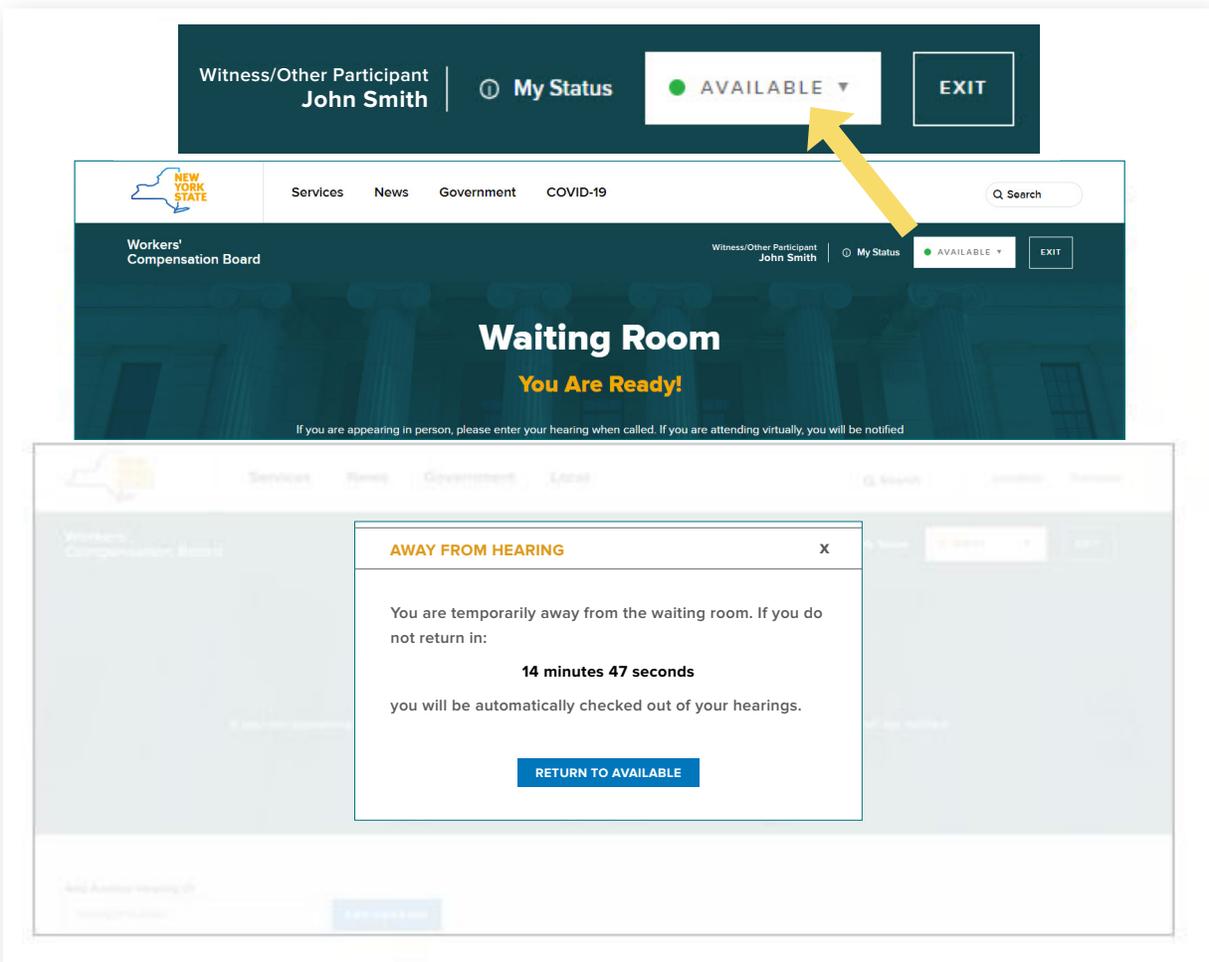
MARKING YOUR AVAILABILITY

By default, the system marks you as **Available**. If you are attending all of your hearings via computer or mobile device, you can mark yourself “Away” if you need to step away. This informs the judge that you are currently unavailable to attend a hearing. When attending in-person, you cannot mark yourself as away after signing in for your hearings. If you sign in for both virtual and in-person hearings on the same day, you will not have the ability to mark yourself as away.

To mark yourself as away, select the **Available** drop-down list on the top right corner of the webpage and select **Away**. The countdown timer will appear on the browser. When you return to your computer or mobile device, select the **Return to Available** button to make yourself available.

NOTE: If you have added attendees to appear with you, their status will also appear as **Away** until you select **Return to Available**.

IMPORTANT: If you’re marked as away for more than 15 minutes, you will be signed out of all of your hearings and will need to check back in for each one when you sign back into the system. If the current time is later than the start time for a hearing that hasn’t been called yet, you will not be able to mark yourself as away. You can only mark yourself as away before the start time of your earliest hearing.



SUBMITTING DOCUMENTS

To learn more about how to submit documents that require action by the Board, visit the Forms webpage (wcb.ny.gov/content/main/Forms.jsp).

CONTACT

If you need to attend your hearing by phone call, please call the Customer Service Center: **(844) 337-6301**. For more information, visit: wcb.ny.gov/virtual-hearings

Need help with your virtual hearing?

Call **(877) 632-4996**

Hours 8:30 a.m. – 4:30 p.m. Monday - Friday

WCB-VH-Witness-Guide-v1 5-23

The New York State Workers' Compensation Board protects the rights of employees and employers by ensuring the proper delivery of benefits and by promoting compliance with the law. To learn more about the Workers' Compensation Board, visit wcb.ny.gov.



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